Voyage-Air Guitar

The Future is Unfolding

voyageairguitar.com | (800) 371-6478

Owner's Manual

The proper care & feeding for your Voyage-Air Guitar

Table of Contents

Instructions on Unpacking Your Voyage-Air Guitar	Page: 2
Storing your Voyage-Air Guitar	Page: 4
Humidity/Heat and Wood	Page: 5
Cleaning Your Voyage-Air Guitar	Page: 6
Truss Rod Adjustment	Page: 7
Barrel Wrench / Thumbscrew Grommet Adjustment	Page: 8
Brass Shim Installation	Page: 10
String Replacement	Page: 12
Voyage-Air Guitar Limited Warranty	Page: 16

Instructions for Unpacking Your Voyage-Air Guitar

Thank you for choosing a Voyage-Air Guitar. We know that the ability to travel with your guitar will inspire you to practice, play and share your music with others for many years to come. Follow the simple steps below to ensure your Voyage-Air Guitar is ready to play.

Save time and register your guitar online @ voyageairguitar.com/support/product-info/register.

Share your experience and join the conversation @ facebook.com/voyageair

Now, get ready 'The Future is Unfolding'.

1. The Voyage-Air Guitar is shipped inside a durable backpack-style case. Set this case on a stable surface (like a table) with the flat side down.
2. Unzip and open the case. Do not remove the guitar just yet.

3. The neck of the guitar has a hinge. Lift the neck up and away from the guitar.

4. The body of the guitar is secured in the case with a black nylon strap (the one with the pad for the neck). Undo this strap, while holding the neck of the guitar.

5. Lift the guitar by the neck so the body of the guitar is nearly vertical. Keep the bottom of the guitar resting in the case.

6. Place your palm on the back of the guitar, near the top of the guitar body, but below the neck hinge.

7. With both hands, position the guitar slightly so the sound hole is pointing down towards the table surface.

8. Being careful that your hands or fingers are not in the way as the hinge closes, pull the neck of the guitar into the playing position.

9. Tighten the hinge-locking thumbscrew to secure the guitar in the playing position. Just use your fingers to make the thumbscrew tight: No tools are necessary. *Note:* This thumbscrew also serves as the guitar's strap-button.

10. Tune the guitar. Play and enjoy. To fold and store the guitar in the backpack case, reverse the steps listed above.

Storing Your Voyage-Air Guitar

While it might be tempting to keep your Voyage-Air Guitar in its case as a grab and go item, this is not recommended. As mentioned in the Humidity, Heat & Your Voyage-Air Guitar section of the Owners' Manual, wooden instruments can be very environmentally sensitive causing slight swelling and shrinking in reaction to environmental factors. Because Voyage-Air Guitars are two separated wooden parts (neck and body), we recommend keeping and storing any Voyage-Air Guitar in the playing position (unfolded) on a guitar stand or wall rack.

DAMAGE INCURRED FROM PROLONGED CONTACT WITH IMPROPER STAND MATERIALS IS NOT COVERED UNDER WARRANTY. THIS ALSO EXTENDS TO SYNTHETIC MATERIALS FROM STRAPS, ACCESSORIES, CAPOS, ETC.

This will ensure that any environmental changes to the wood are uniform throughout the entire guitar. Misalignment of the neck and body, due to improper storage, can cause the guitar to buzz or 'fret out' near the 13th fret where the neck and body meet, since the two wooden sections of that are no longer flush and identical. This can be remedied with the included brass shim (installing a thin sheet of brass in the neck pocket to level out both parts of a Voyage-Air Guitar) following the provided Brass Shim Installation instructions.

DAMAGE DUE TO GUITAR STORAGE OR BRASS SHIM INSTALLATION IS NOT COVERED UNDER WARRANTY.

NOTE: When first receiving any new guitar, or moving a guitar from one type of environment to another (i.e. - cold and humid to hot with low humidity), it is recommended to leave the guitar inside the case and allow 12-36 hours for acclimatization of the wood.

Humidity, Heat & Your Voyage-Air Guitar

Keep the guitar in an environment with normal humidity. In the winter, with a furnace or radiators running much of the season, humidity is literally cooked out of the air.

The guitar case offers a closed environment where you can easily control the humidity. You can also put a guitar humidifier inside the case. There are many humidifiers available, and any of them will do the trick. It is typically a sponge-type material encased in something like a plastic holder. You keep the sponge part moist and stored in the case along with your guitar.

In the winter, many of us are building fires in the wood stove, fireplace, or running the furnace much of the time to keep our homes warm. As the air in your home becomes dry (less humid), this tends to dry out the natural moisture content in the woods of the guitar. In the worst case, this can cause fret buzzing, frets protruding from the sides of the neck (as the neck woods shrink), or even cracking of the carefully engineered woods of your Voyage-Air Guitar.

To prevent this, try to store your guitar at room temperature as much as you can, and keep it away from heat sources. The Relative Humidity of your environment should be about 45-55% (normal). In fact, the Voyage-Air Shipping and QC Facility maintains 50-55% Relative Humidity at all times, to ensure the moisture stability and quality of all guitars that we ship.

There are a variety of inexpensive gauges (Hygrometers) that will show the actual Relative Humidity (i.e. RH value reading) for your home. All well-stocked hardware stores and electronic outlets have digital gauges like that, and will show you the current RH level of your home.

There are 'guitar humidifier' products that you can get at your local Voyage-Air Guitar Dealer, or local music store. There are a variety of designs, and all are inexpensive. Put a humidifier in the case before you zip it up, and the natural moisture balance of the woods will be maintained. Check your guitar at least once a week. Never let water contact the woods of your guitar!

Rapid environmental changes can cause cracks in the finish or even the guitar itself. This is called either lacquer checks or a split top. THESE ARE NOT REPAIRABLE UNDER WARRANTY. It is possible to repair a split top with added pressure and moisture over a 24-72 hour period. Repairs and maintenance should be performed by authorized Voyage-Air Guitar specialists and any damage incurred by non-authorized repairs are **NOT COVERED UNDER WARRANTY.**

Cleaning Your Voyage-Air Guitar

Wash your hands. Surprisingly, the number one tip for keeping your guitar clean is to wash your hands before you play the instrument. Not only does this remove any dirt and grime on your hands, it will also reduce the natural skin oils before you play. All of this helps keep the guitar clean.

Wipe down the guitar. Each time, after you play your guitar, you should wipe it down with a soft cloth. Dedicate this cloth to wiping down your guitar, and don't use it for anything else. Pay particular attention to the strings. You will find that the strings last much longer if you wipe them down at the end of each playing session. There are special 'guitar wipe down' cloth products that are specially treated to make this an easy task.

Get a paint brush for dust. Take a trip to your local hardware store and purchase a soft-bristle paint brush. One that's about 2-inches wide is ideal. With this brush, you can whisk away dust that accumulates under the strings at the headstock, as well as under the strings near the bridge. Please, use a new paint brush for this task; don't try one that's been used for touching-up the baseboards around the house!

Guitar Polish. If your guitar already has smudges and grime from some period of practice and play, use any quality brand of Guitar Polish, such as the products from Martin, GHS, and Planet Waves. Dedicated guitar-polish products are specially formulated to clean and preserve the finish of your instrument - they can restore the "like new" sparkle of your guitar. **Do not** use any products that contain silicone (such as Armor-All).

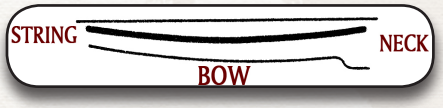
Car wax and furniture polish. Simply stated - don't use this on your guitar. These types of products can cause a wax build-up that is difficult to remove, and may cause long-term damage to the finish of your instrument.

WARNING! DAMAGE FROM IMPROPER CLEANING AND OR USING IMPROPER CLEANING MATERIALS NOT COVERED UNDER WARRANTY.

Truss Rod Adjustment on Your Voyage-Air Guitar

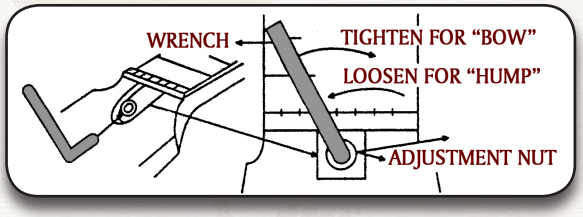
All Voyage-Air Guitars are equipped with adjustable truss rods. The purpose of a truss rod is to adjust the neck to counteract string tension. The reasons for truss rod adjustments vary and this both strengthens the neck and allows for adjustments of bowed or warped necks. Common reasons for this effect are climatic changes and changing the string gauge or tuning pitch. String tension changes can affect string height, also known as the action.

To adjust the truss rod, remove truss rod cover located on the headstock.

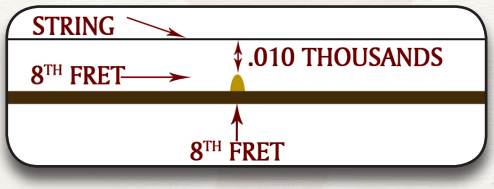


Sight DOWN the neck from the headstock in order to properly gauge the bow (*pictured above left*) or hump (*pictured above right*) the neck has taken.

Insert supplied Allen wrench (size: 5/32). If bowed, begin tightening (clockwise) or, if the neck has a hump, begin loosening (counterclockwise) the rod. Turn very gently at small increments and continue to check the neck as you proceed with each fraction of a turn.



Truss rod tension can also be measured by installing a capo on the first fret and holding the string at the fret where the neck joins the body. Insert a thickness gauge between the string and fret at the 8th fret. There should be about .010 clearance (app .254mm). This clearance is called "neck relief". If there is too little neck relief, there will be fret buzzing, and too much relief can cause poor intonation and a high action. If buzzing continues after the neck is straightened, additional fret lowering or filing may be required.



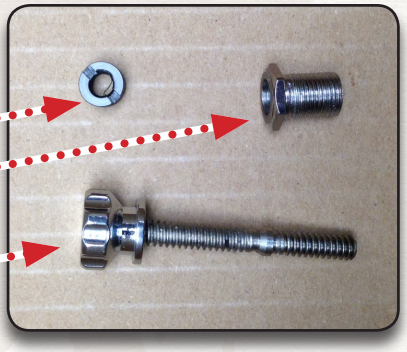
WARNING! PLEASE NOTE THAT DAMAGE TO YOUR INSTRUMENT FROM IMPROPER ADJUSTMENTS, MAINTENANCE, HUMIDITY LEVELS, OR OVERALL CARE AND FEEDING IS NOT COVERED BY THE MANUFACTURER'S WARRANTY.

Barrel Wrench to Tighten Thumbscrew Grommet

Sometimes, due to movement from travel, the grommet inside the thumbscrew assembly can change position causing the thumbscrew to not function properly. This may be expressed as a small 'gap' on the heel of a guitar, and the thumbscrew not being able to be completely screwed in. This is corrected easily with the supplied barrel wrench included with every Voyage-Air Guitar.

First, here is an explanation of the parts of the thumbscrew (the male half) that are inside of the neck heel.

1. **Thumbscrew Retainer Grommet**
   (What you adjust with the barrel wrench)
2. **Sleeve**
3. **Thumbscrew**



Now, here is an example of a thumbscrew grommet that has been shifted or shimmied into an incorrect position.

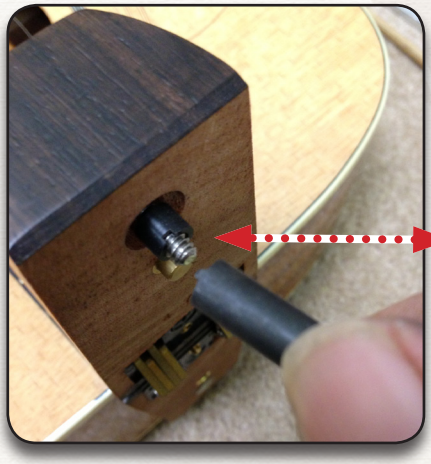
INCORRECT: Thumbscrew is all the way in and grommet is visible.

[A Visible Grommet is **incorrect.**]

Barrel Wrench to Tighten Thumbscrew Grommet

To correct this issue, take out the supplied Barrel Wrench which is included with your Voyage-Air Guitar.

Place the guitar on a solid, non-scratch surface. Make sure that the Voyage-Air Guitar is in the folded position and the thumbscrew grommet is visible and accessible.



Connect the end of the barrel wrench to the grommet protruding from the thumbscrew.

[Connect Barrel Wrench to Grommet]

Rotate the thumbscrew clockwise until the grommet is no longer visible.

CORRECT: Thumbscrew is all the way down and the grommet is NOT visible.

WARNING! DAMAGE FROM IMPROPER ADJUSTMENTS NOT COVERED UNDER WARRANTY.

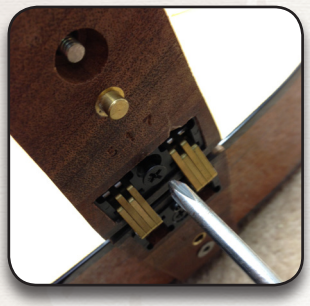
View the video on this procedure at voyageairguitar.com/tech

Brass Shim Installation

1. Sight down the neck and look for a raised fret to determine the necessary shim thickness. Notice severity of the raised fret.

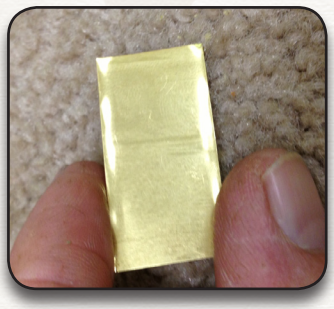
2. Remove the center hinge screw (neck side only). Using one hand to secure headstock and neck, remove the neck by lightly tapping with palm of other hand once the hinge is unscrewed.

   [Tap heel lightly with palm to separate neck from hinge.]



3. Lay the neck on a bench with the fingerboard facing upwards (heel facing down).

4. Determining the severity as instructed in Step 1, prepare the proper shim size to install onto the heel side of the neck hinge pocket.



WARNING! DAMAGE DUE TO IMPROPER SHIM INSTALLATION IS NOT COVERED UNDER WARRANTY.

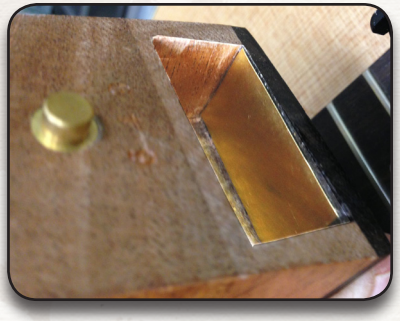
Brass Shim Installation

5. Working with the neck, take a wood chisel and remove/cut .010 - .015 of material from the HEEL SIDE ONLY of the hinge pocket.

   [Remove wood from Heel Side ONLY]

6. Place shim into the BOTTOM of the hinge pocket.

7. Slide hinge into pocket OVER shim.



8. Tighten the mount screws in both sides of the hinge (neck and body).

9. Open the guitar to the playing position and check again for buzzing. If the guitar is still buzzing, a different shim size may be required.

10. Enjoy your freedom to take your Voyage-Air Guitar anywhere!

View the video on this procedure at voyageairguitar.com/tech

String Replacement On Your Voyage-Air Guitar

As you'll see, the ability to relieve string tension by unscrewing the neck makes replacing the strings on a Voyage-Air Guitar easier than almost every other guitar! All you'll need is a clean, flat surface, new set of strings, a pair of pliers, scissors, or wire cutters or dykes, and an optional string winding tool.

Step 1:
Unscrew the thumb bolt on the heel of your Voyage-Air Guitar, and release until the string tension takes over. Do not completely fold your guitar.

String Replacement On Your Voyage-Air Guitar

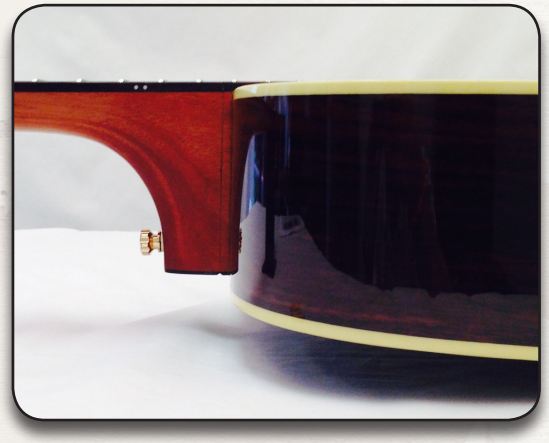
Step 2:
Set your guitar in this position on a flat surface. Support the neck, if possible, with a soft, non-scratch surface.

Step 3:
Using either pliers or (RECOMMENDED) a string winding tool, carefully pop off the bridge pins. Save the bridge pins for new string installation as they are used to secure strings to the bridge.

Step 4:
After removing all of the bridge pins, use a pair of scissors or wire cutters and cut the strings near the capture nut, away from the base of the headstock. Unwind and safely dispose of the remaining string parts.

String Replacement On Your Voyage-Air Guitar

Step 5:
Tighten the thumbscrew on the heel of your Voyage-Air Guitar as tension is required for new string installation.



Step 6:
Insert the new strings into the proper bridge holes. Position the bridge pins with the notch facing towards the string, and firmly press with your thumb to secure the string and bridge pin into place.

Step 7:
Carefully feed each string individually through the correct hole in the capture nut. They correspond directly with the bridge holes. Feed the string through the hole in the proper tuning machine post.

String Replacement On Your Voyage-Air Guitar

Step 8:
We recommend measuring out an amount equal to the width of two fingers, then pinching the string, creating a bend, to prep for correct winding.

Step 9:
Use a winding tool or manually rotate the three bass strings clockwise (counterclockwise for the three treble strings). Strings should wind around the shaft at least three full times.

Step 10:
Trim any excess string from the tuning post.

Step 11:
Repeat steps 7-10 for all strings.

Step 12:
Tune your guitar to pitch, and remember the future is unfolding!

VOYAGE-AIR GUITAR - LIMITED WARRANTY

1. **Terms and Conditions**. Voyage-Air Guitar warrants solely to the original purchaser of a Voyage-Air Guitar instrument that the instrument purchased shall be free from defects in materials and workmanship under normal use for a period of one (1) year. Additionally, the Voyage-Air Guitar "hinge mechanism" is protected by a Lifetime Limited Warranty subject to the limitations listed below and will be replaced free of charge, if necessary, only for the original purchaser. This Limited Warranty does not apply (a) to wear or breakage of frets or strings, or other normal wear and tear of the instrument or its parts; (b) defects caused by modification, misuse or abuse or improper maintenance of the instrument; (c) defects caused by accident or exposure to extremes of temperature or humidity which cause harm to the instrument; or (d) no warranty will be honored to anyone who did not purchase the instrument from an authorized Voyage-Air Guitar company dealer.

2. **Limitations on Obligation**. The obligations of Voyage-Air Guitar hereunder are limited to repair or replacement of parts of the instruments found to be defective under this Limited Warranty. In no event shall Voyager-Air Guitar be liable for any indirect, incidental or consequential damages, including but not limited to lost profits, of any nature or kind, or for damages to persons or property whether such liability claim is based on breach of warranty or contract, negligence or any other legal duty or obligation.

   This Limited Warranty is the sole warranty of Voyage-Air Guitar and is given in lieu of all other warranties, expressed or implied, including any implied warranties of merchantability and fitness for purpose.

3. **No Other Warranties**. The Limited Warranty set forth herein constitutes the entire warranty and representation of Voyage-Air Guitar. This Limited Warranty shall be controlling over any conflicting terms and conditions of any purchase orders, contracts or invoices that may be executed in connection with the purchase of a Voyage-Air Guitar musical instrument. No representation or warranty made by any Voyage-Air Guitar salesperson, dealer, agent, representative or employee shall be binding upon Voyage-Air Guitar other than as set forth herein.

4. **Claim Procedures**. Unless purchaser is notified in writing that repairs and service under this Limited Warranty may be made by an authorized Voyage-Air Guitar dealer, claims for warranty performance and service shall be made by sending the instrument, shipping and insurance prepaid by the purchaser, to Voyage-Air Guitar at the address shown on the face of this warranty, together with (a) evidence confirming the original purchase by purchaser (such as a copy of the sales invoice or receipt, a credit card slip, or the like); (b) a brief description of the nature of the asserted defect; and (c) the name, address and phone number of the original purchaser to whom the instrument is to be returned.

   Voyage-Air Guitar shall review the description of the asserted defect, examine the instrument, and make service, repairs, and replacements as appropriate under this Limited Warranty. Upon completion of the service, the instrument shall be returned by Voyage-Air Guitar to the original purchaser, shipping and insurance to be paid by the purchaser. In the event it is determined that the asserted defect is not covered by or is excluded from this Limited Warranty, the instrument shall be returned without repairs or replacement, shipping and insurance to be paid by the purchaser.

5. **Owner Registration**. To assist in confirming the original purchase and purchaser, please complete and return the attached Owner Registration Card to Voyage-Air Guitar. Completion and return of the Owner Registration Card is not a condition of this Limited Warranty.